



# Maricopa County

Office of Enterprise Technology

[www.maricopa.gov](http://www.maricopa.gov)

David L. Stevens  
Chief Information Officer  
301 South 4<sup>th</sup> Avenue  
Suite 200  
Phoenix, AZ 85003  
Phone: (602) 506-1179  
Fax: (602) 506-5864



## A Message from David L. Stevens, Chief Information Officer – Maricopa County

Welcome to the Office of Enterprise Technology (OET), Maricopa County, and most importantly to the team! I cannot overstate that you are our most valuable asset and without your commitment, talent, and professionalism we will be less than successful in our important work for Maricopa County and the citizens we serve.

You were selected for employment and our team based on the qualities that you displayed through the recruitment process – for many years I have said that I look for four key components: **“Aptitude, Attitude, Initiative, and Talent”**. You have all of these and more!

OET endeavors to create a workplace that will foster your growth and development into excellent leaders and professionals. I hope you will work in a way that is collaborative, respectful, disciplined in action, and with a sense of compassion for others. We desire to listen to our colleagues and customers in order to bring first-class technology and business realization – I also want to emphasize I hope it will be fun along the way!

The over-arching priority for OET is to create business value for Maricopa County through fiscally smart investments in technology solutions that enable the County to improve service and lower costs. Simply stated, OET recognizes the value of information technology is determined not by the technology itself, rather, it is determined by how the technology allows County departments to transform their services.

Our focus is centered on the business outcomes achieved through the successful adoption of technology that improves access, quality, timeliness, and reliability of systems used to deliver services. Success will be defined and measured not only through the technology projects that are completed – success will also be measured by the positive business outcomes achieved for our customers.

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Message from David L. Stevens, CIO

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That being said, OET's Vision, Mission, and Values are actively integrated in all that we do and are noted below.

### **OET Vision**

To be recognized as a first-class technology organization by the customers we serve.

### **OET Mission**

To provide proven, innovative, and cost-effective technology solutions to County departments so they can transform their operations to best serve their customers and citizens.

### **OET Values**

**Customer Service:** Driven to provide dependable, responsive, and customer centric service with consistent follow through.

**Professionalism:** Determined to treat others with kindness and respect and to demonstrate integrity, trust, and accountability in our actions with a positive attitude.

**Communication:** Resolute in our pursuit to communicate in a timely, clear, and honest manner that exhibits respect for ourselves, our customers, and our citizens.

**Excellence:** Committed to continuous improvement in delivering results of the highest standards.

I expect you to contribute your best each day and please know that my door is always open. The keys to your success include being dependable, reliable, collaborative, supportive, excellent communicators, initiating follow-through, building trust with our customers, ownership of actions and service delivery, and following the policies and procedures. Again, I hope you find your career at OET challenging, rewarding, and full of opportunities to make a difference.

Please take time to get to know your colleagues and our customers – I very much believe we do a better job when we understand our customers' challenges. Relationships and established trust are invaluable to you individually and OET collectively. Again, I look forward to seeing you grow as a professional while delivering excellent customer service and fiscally sound solutions that also enable the success of our stakeholders and citizens.

Sincerely,



David L. Stevens  
Chief Information Officer  
Maricopa County

1/21/2015